

<b>Role:</b>	<b>HR Consultant</b>
<b>Department:</b>	<b>HR Operations - Business Advisory - Schools' Personnel Service</b>
<b>Salary:</b>	<b>£32,496 - £38,414</b>
<b>Responsible to:</b>	<b>HR Consultancy Manager</b>

### **Job Purpose:**

To provide and deliver a customer focused, highly professional HR consultancy service to Schools, Academies and clients of SPS covering a range of HR Employee relations casework including Discipline, Capability, Redundancy, Grievance and TUPE.

Engage with existing and new customers, working closely to identify their HR needs and provide creative and innovative solutions.

### **Main duties and responsibilities:**

- Provide professional HR support and advice to schools/Academies/clients, dealing with a wide range of complex and sensitive employment issues including disciplinary, grievance, bullying and harassment, capability, redundancy, TUPE terms and conditions and employment legislation.
- Advise Governor panels or Head Teachers at Hearings and Appeals
- Undertake investigations and/or work alongside investigating officer in areas of grievance, harassment, bullying and discipline.
- Prepare, assist and support in the preparation of Employee Relations cases, Hearings, Appeals and Employment Tribunals to ensure satisfactory outcomes for the customer.
- Support and advise Head Teachers, Governors and Local Authority Officers to achieve organisational and managerial objectives e.g. restructuring of staff, change management and implementation of new initiatives.
- Work with schools in their transition from school to academy status and be fully conversant with TUPE legislation and then transition to provide tailored and bespoke HR support to academies, where required.
- Contribute to the development of new policies and procedures and documentation associated with casework.
- Undertake research and use information to inform HR decisions
- Participate in the recruitment process for Head Teachers, and other staff, as required

- Ensure that current Case Management Software systems are fully utilised to enable accurate recording of work, maintenance of case management records and income generation items are detailed accurately for invoicing purposes.
- Plan, deliver and evaluate training sessions to school-based staff, governors and clients to ensure effective implementation of employment legislation, education staffing regulations and best practice in the management of staff.
- Actively participate in consultancy duty cover and advise and support other HR colleagues, as appropriate
- Develop and support a positive employee relations climate through productive and professional working relationships with the Teachers' Associations and support staff unions, liaising and advising on HR related issues, as necessary
- Undertake various work projects on behalf of SPS to aid the future development and viability of the service.
- Actively market and promote SPS to potential customers and discuss new contracts with existing customers in relation to upgrade to packages appropriate to their needs, in order to maximise income and ensure the future viability of the service.
- To develop and maintain knowledge of SPS's and wider Cantium Business Solutions products and service portfolio, capabilities and other offerings from a business development perspective to meet customer base requirements.
- Ensure that all information received and disseminated whether verbal or written, concerning all employees or prospective employees is treated in the strictest confidence and that all such information held is regulated and controlled in a similar manner and all such information is held and processed in accordance with the Data Protection Regulations
- Undertake any such additional duties that are reasonably commensurate with the level of this post

The details contained in this job description reflect the content of the job at the date it was prepared. It is inevitable that over time, the nature of the job may change and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed.

## Corporate Responsibilities

All senior executives and heads of service have an explicit responsibility to support the company in the delivery of its business plan. Providing support and guidance for its workforce and being a strong advocate of the company's people strategy.

## Description of Business

The company has a number of established traded brands which provide services to external organisations. The company is dynamic and agile and is building a service culture based on 4 key principles;

- Fast
- Connected
- Insight Led
- Customer Driven

The business model and people strategy build on these principles and will reinforce the company's reputation for delivering high quality back office services to its customers.

As a newly formed company the 2018/19 business plan and strategy is based on the following:

1. Solid service delivery and the delivery of service excellence demonstrated through high customer satisfaction and customer retention
2. Improved business efficiency through the technology improvement plan
3. Progressing with the office moves to bring the staff teams into one location
4. Identifying the growth pipeline and securing new business against targets
5. Embedding the transition into a new company, developing the brand and driving culture change

## Person Specification

### CRITERIA

#### Qualifications

- NVQ5 or equivalent or CIPD advanced levels or equivalent
- Evidence of continuing professional development

#### Experience

- Significant proven experience of working at a management or consultant level with an employee relations focus
- Developing, evaluating and implementing HR policies/ practices to meet organisational needs
- Experience in analysing information or situations and generating reasoned solutions
- Sound practical experience of advising on complex disciplinary, grievance, bullying and harassment, capability, redundancy, TUPE and terms and conditions of employment issues and their application
- Strong customer focus with ability to develop and build effective working relationships with colleagues and stakeholders to develop a sound understanding of their needs, to achieve required outcomes.
- Commercial focus to help shape and develop the service

#### Skills & Abilities

- Ability to work both collaboratively and independently, liaise and negotiate with persuasion and credibility within multi-agency setting
- Ability to analyse and understand data and information to apply findings in a structured way and propose practical options based on the best available evidence
- Experience of dealing with difficult and sensitive situations in a diplomatic and professional manner
- Excellent communication skills: must be able to communicate at all levels; excellent written communication, verbal communication, active listening and presentation skills
- Ability to develop and maintain constructive relationships with current and prospective customers
- Ability to ensure that the highest standards of quality and customer care are achieved
- Project management, problem solving skills, resilience and experience of working in a pressured environment
- Makes effective decisions that respond to the short-term pressures, yet do not compromise either long term strategies or the broader business or client issues. Evaluates the pros and cons of alternative, considers the impact of decisions on others and on the client organisation. Seeks out and balances relevant information, assess the issues and reaches effective timely decisions with confidence
- Ability to cope with conflicting demands and to prioritise tasks to meet deadlines
- Ability to effectively manage customer and stakeholder relationships, promptly respond to queries and manage expectations
- Ability to seek out, manage and influence opportunities for continuous improvement and change
- Good IT skills and adaptable to new systems and applications

## CRITERIA

### Knowledge

- Expert and up to date knowledge of HR policies, best practice, terms and conditions and employment legislation
- Working knowledge of the Microsoft Office packages including Excel, Outlook, Word and Power Point
- A strong understanding of HR processes and procedures and their application in a complex and challenging environment
- Knowledge of the application of self managed learning techniques
- Understanding of the main strategic issues of client groups
- An interest in the education sector

### Personal Qualities

- Ability to take personal and professional responsibility, demonstrate a positive attitude and enthusiasm for achieving team objectives
- Creative, solutions-oriented approach; encourages contribution and challenge from others
- Creates an open and honest culture and improves the performance of others and the overall organisation
- A sense of urgency, self-motivation, positive about change and the ability to make sound business decisions demonstrating, monitoring and delivering on commitment, gathers evidence of success
- Capable of discussing and negotiating contractual terms and pricing with clients with confidence
- A flexible approach to work and willingness to support colleagues

### Behaviours and Values

- Open
- Act with integrity, honesty and transparency
- Demonstrate healthy attitude to risk
- Welcome and expect change and evolving technology
- Work in new ways
- Be willing to learn
- Treat people fairly and with respect
- Invite contribution and challenge
- Work collaboratively to find new solutions
- Innovate
- Put the interests and wellbeing of customers first
- Be open to challenge
- Actively encourage and expect contribution
- Accountable
- Do more for yourself
- Take personal and professional responsibility for your actions and performance
- Deliver at pace
- Look for ways to save money
- Look for commercial opportunities
- Focused on outcomes